



## When different eligibility rules may apply

When determining income eligibility, please remember that different rules may apply when one or more of these situations exist in an applicant's family:

- A child has separate unearned countable income such as Social Security or child support.
- A child under age 18 has a child.
- A stepparent or unmarried parent is in the home. When determining family size, remember to count the stepparent even though you may not be counting the stepparent's income.

In the above situations, the child may be eligible for no-cost Medi-Cal even though he/she may appear to be eligible for Healthy Families.

**Remember:** If a self-employed person uses the 1040 form to verify income, a Schedule C needs to be included. Self-employed persons can still use a three-month profit and loss statement.

## New Federal Income Guidelines for Healthy Families and Medi-Cal for Children effective April 1

When you order English and Spanish applications you should also receive a copy of this updated chart to help you determine a family's eligibility. The other language applications were revised and printed to include this information.

Family Size	Child age 0 to 1 or Pregnant Women Medi-Cal	Child Age 0 to 1 Healthy Families	Child age 1 thru 5 Medi-Cal	Child Age 1 thru 5 Healthy Families	Child age 6 thru 18 Medi-Cal	Child age 6 thru 18 Healthy Families
1	\$0 - \$1,392	\$1,393 - \$1,740	\$0 - \$926	\$927 - \$1,740	\$0 - \$696	\$697 - \$1,740
2	\$0 - \$1,875	\$1,876 - \$2,344	\$0 - \$1,247	\$1,248 - \$2,344	\$0 - \$938	\$939 - \$2,344
3	\$0 - \$2,359	\$2,360 - \$2,948	\$0 - \$1,569	\$1,570 - \$2,948	\$0 - \$1,180	\$1,181 - \$2,948
4	\$0 - \$2,842	\$2,843 - \$3,553	\$0 - \$1,890	\$1,891 - \$3,553	\$0 - \$1,421	\$1,422 - \$3,553
5	\$0 - \$3,325	\$3,326 - \$4,157	\$0 - \$2,212	\$2,213 - \$4,157	\$0 - \$1,663	\$1,664 - \$4,157
6	\$0 - \$3,809	\$3,810 - \$4,761	\$0 - \$2,533	\$2,534 - \$4,761	\$0 - \$1,905	\$1,906 - \$4,761
7	\$0 - \$4,292	\$4,293 - \$5,365	\$0 - \$2,854	\$2,855 - \$5,365	\$0 - \$2,146	\$2,147 - \$5,365
8	\$0 - \$4,775	\$4,776 - \$5,969	\$0 - \$3,176	\$3,177 - \$5,969	\$0 - \$2,388	\$2,389 - \$5,969
9	\$0 - \$5,259	\$5,260 - \$6,573	\$0 - \$3,497	\$3,498 - \$6,573	\$0 - \$2,630	\$2,631 - \$6,573
10	\$0 - \$5,742	\$5,743 - \$7,178	\$0 - \$3,819	\$3,820 - \$7,178	\$0 - \$2,871	\$2,872 - \$7,178
Add the following dollar amount for each additional family member:						
	\$484	\$605	\$322	\$605	\$242	\$605

## IMPORTANT DISTRIBUTION INFORMATION FOR LINKED CAA STAFF

**This bulletin is provided only to enrollment entities.** You are responsible for sharing this bulletin with your linked CAA staff. This information is needed to correctly complete applications and reduce your payment denials.

## Unique Coding on New Applications

The new applications have a unique 7-digit number and bar code on the first page. In the very near future, EDS will begin reporting these numbers on the monthly Entity Payment Reports instead of the first six letters of the applicant's last name. Because these numbers are unique, EEs and CAAs are **not** to photocopy applications when they are running low in supply. We will notify EEs when the bar code becomes operational.

## Expanded Medi-Cal Eligibility for Parents

Effective March 1, 2000, working parents who have income of less than 100% of FPL may be eligible for no-cost Medi-Cal. (Please see the amounts shown in the column marked "Child age 6 through 18 Medi-Cal" in the table on page one of this Update.) CAAs should encourage parents who may be eligible to contact their local county Medi-Cal office to apply.

Or, CAAs may indicate on the mail-in application that the parents want Medi-Cal benefits. In these instances families will be contacted by the county for additional information to determine the parents' eligibility.

## Federal Funding Opportunities

Check out this web-site for lots of helpful information regarding new federal funding opportunities through the U.S. Department of Health and Human Services: [www.hhs.gov/proorg/grantsnet](http://www.hhs.gov/proorg/grantsnet)

Just a few of the grants currently available are:

- Community Access Programs
- Family Violence Prevention Services
- Substance Abuse Funds to treat minority communities affected by HIV/AIDS

## Kaiser announces changes effective November 24, '99

The Kaiser Permanente Care for Kids Child Health Plan was expanded to serve children with family income between 250%-300% of the federal poverty level. This increase allows Kaiser Permanente to continue providing health care coverage to families who do not qualify for HF/MCC. **For more information about the Kaiser program, call toll-free 1-800-255-5053.**

## The Healthy Families Handbook: A Valuable Resource

The Healthy Families Handbook is an essential tool for you to use while assisting families to complete their applications. It is also a valuable resource for families to keep on hand since the Handbook contains a wealth of information about the various health plans, plan benefits, and details about the Healthy Families program. This will be useful if they want to know how changes in their situation may affect eligibility or want to change health plans.

The latest Healthy Families Handbook version is dated 12/99. Previous versions of the Handbook should be discarded. If you need to order more Handbooks, please call the RHA Certified Assistant HELP Line toll-free at 1-888-237-6248. Your order will be processed and mailed to you within seven to ten working days.



## Assisting Pregnant Women

While the mail-in application may be used to assist pregnant women in applying for Medi-Cal, pregnant women and their unborn child are at greater health risk when they delay seeing a doctor for regular check-ups. Women who are close to their delivery due date or have other risk factors (such as diabetes, high blood pressure, anemia, cramping, bleeding, etc.) should be encouraged to apply directly at the county

welfare office. **Pregnant women**

**can get Medi-Cal faster by applying directly at the county welfare office and by requesting immediate need Medi-Cal.** Also,

certain providers can provide Medi-Cal covered prenatal care while the pregnant woman goes through the application process at the county. To find out if a particular provider offers this service, the pregnant woman should ask the provider whether they provide **presumptive Medi-Cal eligibility services.**

**Please note:** applications filed directly at the county welfare office are not eligible for the \$50 payment.

## Having problems getting reimbursement payments?

To reduce application assistance payment denials, please follow these simple steps:

- Fill out the application completely and correctly.
- Fully complete Section 9 using an ink pen or typewriter. Be sure to include the applicant's signature and date signed, the CAA's signature and date signed, and the correct EE number. All the information in Section 9 must be in the correct fields or EDS's computer will not recognize it. Do not give more information in Section 9 than is requested.
- Mail all the necessary documents with the application when it is sent to Single Point of Entry. Sending everything at one time will result in quicker eligibility determinations.
- Follow up with the applicant to be sure they do not unnecessarily delay mailing in the application and required documentation. To qualify for the \$50 payment, EDS must verify HF eligibility within 80 days or Medi-Cal eligibility within 120 days from the date the applicant signed and dated Section 9.
- Only applications completed by authorized CAAs or EEs are eligible for payment.
- There is no appeal process for denied payments, and no second chance to provide corrected or missing information.

**As a reminder: assigned EE numbers are five digits, and assigned CAA numbers are nine digits and end with the letters A, B, or V.**

## Important!

Call RHA's Certified Assistant HELP Line toll-free at 1-888-237-6248 by Friday, April 21 to confirm or update the data we have on your linked CAAs. Providing accurate data will expedite the referral process and ensure that applicants get referred to the most appropriate enrollment entity for assistance.

## New Entity Payment Report

Starting December 1999, EDS mailed out a redesigned, easier-to-read, monthly Entity Payment Report. The report provides more information on the status of your reimbursement requests. The feedback from EEs has been very positive!

## Medi-Cal Eligibility Verifications

Have you been denied payments because EDS could not find Medi-Cal eligibility for applicants within 120 days and families report they have received their Medi-Cal cards? One of these reasons may have resulted in denial:

1. EDS could not locate the applicant's eligibility on the Medi-Cal computer system within 120 days from the time the applicant signed and dated Section 9 of the application. This could be due to a variety of reasons that may have delayed an eligibility determination; i.e., an incomplete application, missing documentation, or conflicting information.
2. Applicant does not have a social security number (SSN). When EDS's reimbursement system verifies Medi-Cal eligibility against the State's Medi-Cal computer system, it relies on the applicant's SSN to make the match since no two people have the same social security number.

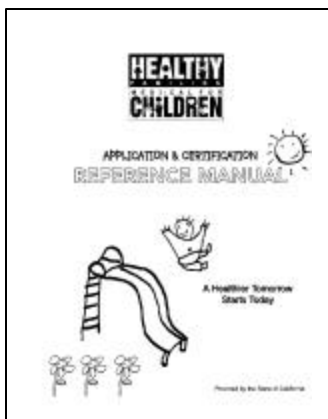


When the applicant does not have an SSN, EDS relies on the applicant's name and date of birth to match up the computer records. This method is not 100% reliable as there may be more than one person with the same name and date of birth on the State's Medi-Cal computer system. This could result in a payment denial because the computer cannot make a unique match. This is a problem when the applicant has a common name such as Mary Smith or Maria Gonzales. In rare instances, an incorrect payment may occur using the name and date of birth match. When detected, these cases will be recouped and offset from future payments. If payment is denied, there is no appeal process to provide manual verification of eligibility.

While a reimbursement payment may be denied, it has no effect on the applicant's eligibility for Medi-Cal since an SSN is not required for establishing Medi-Cal eligibility. An SSN is critical to accurately verify Medi-Cal eligibility for purposes of paying application assistance fees.

EEs and CAAs are reminded that the \$50 fee was never intended to be the sole source of income to sustain an organization. Application assistance fees are intended to encourage community-based organizations to provide application assistance to reduce the number of uninsured children.

**Do you have reimbursement questions? Call toll-free 1-888-747-1222 and press the star (\*) key.**



## Order your new user-friendly Reference Manual: 1-888-237-6248

The certification training Reference Manual has been redesigned to make enrollment and

eligibility information easier to locate. Trimmed down to about 90 pages, the blue-covered Manual has a flexible binding, making it more portable and easier to use during off-site enrollment assistance. One copy of the Manual is available to each existing enrollment entity who is actively enrolling children.

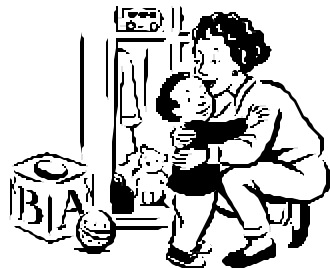
Many thanks to the National Health Foundation for their valuable support of the HF/MCC programs. The redesigned manual is based on the CHAMP model.

## Customize your own print ads

Healthy Families/Medi-Cal for Children black and white print ads are available to EEs and CAAs. The ads, 8" long x 6 1/2" wide, created in English, Spanish, Vietnamese, Chinese and Cambodian have a space for organizations to add their name and phone number. Ads can be ordered at no cost by calling 916-446-9909 ext. 242 or 260. Please provide:

- Your name and organization's name
- Organization mailing address and phone number
- Name of publication where the ad will be placed
- Language(s) requested

The photo on the English ad features an African-American family, the Spanish ad features a Latino child, and the Asian language ads feature Asian children. Camera-ready artwork will be provided free of charge. However, organizations will be responsible for forwarding the artwork to the publications, working with them to customize the ads and paying for all costs associated with ad placement.



## Outreach to Day Care Centers

We encourage EEs and CAAs to work with local private day care centers to increase working parents' awareness of the benefits and availability of Healthy Families and Medi-Cal for Children health care coverage.

By contacting a day care provider and offering to make program presentations or distribute marketing and enrollment materials on-site, you may establish a relationship to accept referrals of interested families who request local application assistance.

## Interested in school outreach?

Healthy Families and Medi-Cal for Children informational mailings will be distributed in Spring 2000 to the following school representatives:

1. School Board members
2. County/District Superintendents
3. School Food Service Directors

The mailings urge districts to take an active role in Healthy Families and Medi-Cal for Children outreach by integrating efforts into existing school activities. Districts will be encouraged to contact a local CAA for assistance in outreach and enrollment efforts. Further information on the mailings will be provided in upcoming Information Updates.

You can take a proactive role by contacting your local district or school and offering assistance in outreach activities. Start by contacting the district/school nurse, Healthy Start coordinator or the district's health services coordinator. Offer to help by setting up a "Healthy Families" table during PTA meetings, at school health fairs, and during open house – which is just around the corner. **For more school outreach tips, call DHS' School Health Connections office at (916) 653-7746.**

Also, consider attending one of the regional meetings across California on school-based outreach strategies, hosted by Consumers Union and School Health Connections. **For more information, call Consumers Union's Healthy Kids, Healthy Schools Project at (415) 431-6747.**

